Bureau of Technology Services
Generic/Shared Account Request Form

To be used to request approval from BTS to create and support network user accounts to be shared by two or more individuals

BTS may authorize the use of generic or shared network user accounts only under circumstance where the benefits to the City clearly outweigh the risks associated with such accounts and if proper security mechanisms are in place to appropriately reduce risk to the City.

Shared/generic network accounts will be allowed in only those cases explicitly approved in writing by the City's Chief Technology Officer (CTO) in consultation with the BTS Information Security Manager and Operations Manager.

Shared accounts are not to be used to avoid recurring charges for individual network accounts.

Each shared account will be under the management of a single individual who must be a City of Portland employee. It shall be the responsibility of this individual to:

- Remind the individuals accessing this account of their responsibilities associated with this access prior to granting the access;
- Change the shared account password every 3 months (or upon the removal of any individual from the list of authorized users) and inform users of the shared account of the new password using a secure method;
- Inform the City Information Security Manager if they become aware of any activity associated with the shared account/access that is a violation of law or City Information Security policies.

This "responsible party" is the only person who may request any changes to the account or account access - including password changes.

Only individuals who are entitled to access the identified systems as noted in this form, may be given access to the shared account and password.

Access to the shared account and passwords associated with the shared account will be blocked if BTS becomes aware of any illegal or inappropriate activity until the problem is resolved. A policy violation, if severe enough, may result in access being denied and or penalties up and to including termination of employment.

Use of shared access should be restricted to City business. Alternative methods should always be explored before a shared account is granted.

Shared accounts should be restricted to a minimal amount of City computing and network services to fulfill the requirements of the request. For example, if the shared account is to be used to support access to one specific application, all other access to City computing resources (email, internet, intranet, etc.) should be blocked.

Instructions:

1. Bureau sponsor completes sections 1 - 4
2. Bureau sponsor receives bureau director approval and signature in section 5
3. Bureau sponsor forwards completed form to the BTS Helpdesk (Room 106/450)
4. BTS Helpdesk forwards form to Chief Technology Officer
5. Chief Technology Officer reviews request, confers with Information Security Officer and Operations Manager, approves or denies request (section 6)

Section 1: Bureau/Office Sponsor Employee

Bureau / Office Name		Center Code for Billing	
Work Address	Street / Mail Code	City (if other than Portland)	Zip Code
Sponsor's Name	Last	First	Middle Initial

Section 2: Justification

Please provide a detailed description of the reason why individual user accounts cannot be used, the business purpose for which such accounts are to be used, the steps which will be taken to ensure such accounts are secured and not abused.

Section 3: Employee Information

Please record the names of each employee which will be access the generic shared account. Additional employee names may be added at the end of this form.

Employee Name 1	Last	First	Phone
Employee Name 2	Last	First	Phone
Employee Name 3	Last	First	Phone
Employee Name 4	Last	First	Phone
Employee Name 5	Last	First	Phone
Employee Name 6	Last	First	Phone

Section 4: Request for City System Access

Type of Access:	New ❒ Update ❒ Remove ❒
Length of Access Required	From Date: _____ To Date: _____ Note: all shared accounts will be set to expire in 90 days and require sponsor approval for continuation. Sponsors may contact the BTS Helpdesk in advance if continuation is required.
Systems Required to Access:	Internet ❒ Intranet ❒ City Email ❒ City Printing ❒ City Other ❒ _____ _____ _____

Section 5: Sponsoring Bureau Authorization (Bureau Director or Delegate)

Name & Phone:	Please Print	Phone
Signature & Date:	Sign	Date

Section 6: BTS Chief Technology Officer (or Delegate) Approval

Name & Phone:	Please Print	Phone
Signature & Date:	Sign	Date